



HUMAN RESOURCES

CORE PROTECTIVE DOCUMENTS

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Key Legislated Policies

HUMAN RIGHTS AND DISCRIMINATION

RYSE is committed to upholding the Human Rights of all employees. Specifically, RYSE will ensure that every employee has a right to equal treatment under the protected grounds and aspects of employment established by the Human Rights Code of British Columbia.

PROTECTED GROUNDS

- Race
- Colour
- Ancestry
- Place of origin
- Political belief
- Religion
- Marital status
- Family status
- Physical or mental disability
- Sex
- Sexual orientation
- Gender identity or expression
- Age
- Criminal or summary conviction offence that is unrelated to employment

POLICY

RYSE will not discriminate against any of its employees under any of the protected grounds outlined above.

Furthermore, RYSE will ensure equal treatment for its employees, including, but not necessarily limited to, the following processes:

- Job application and recruitment
- Training
- Transfer or promotion
- Apprenticeship terms
- Dismissal or Layoff

RYSE will also ensure that this right to equal treatment is upheld in the areas of rate of pay, overtime, hours of work, holidays, benefits, shift work, discipline, and performance evaluations.

Duty to Accommodate

RYSE has a duty to accommodate employees to eliminate negative treatment based on the prohibited grounds of discrimination. RYSE will accommodate to the point of undue hardship which can only be considered when adjustments to a policy or practice would incur financial cost, necessitate outside funding, or create risks to the health or safety of a person.

Filing a Complaint

RYSE acknowledges that an employee who believes their rights have been violated may speak to a Human Rights Officer or file a complaint with the Office of the Human Rights Commissioner. RYSE will not retaliate against any employee who has filed a complaint with the Tribunal or had someone file a complaint on their behalf.

PROTECTION OF PERSONAL INFORMATION

RYSE is committed to upholding the privacy of employee private and identifiable information. This policy is based on the commitment to privacy that is outlined in British Columbia's [Personal Information Protection Act](#) (the Act). RYSE will uphold its responsibilities to protect private information.

DEFINITIONS

"Employee personal information" means personal information about an individual that is collected, used, or disclosed solely for the purposes reasonably required to establish, manage, or terminate an employment relationship between the organization and that individual, but does not include personal information that is not about an individual's employment (sourced from the Act).

"Personal information" means information about an identifiable individual and includes employee personal information but does not include:

1. contact information, or
2. work product information (sourced from the Act).

POLICY

RYSE is obligated to ensure that it protects any personal information that it collects, uses, or has been disclosed to it, no matter the source of the information (e.g., customers, employees, or other people).

Personal information includes:

- Name, sex, age, weight, height
- Home address and phone number
- Race, ethnic origin, sexual orientation
- Medical information
- Income, purchases, and spending habits
- Blood type, DNA code, fingerprints

- Marital or family status
- Religion
- Education
- Employment information

The personal information privacy rules set out in the Act are based on the Ten Principles of Privacy Protection (also known as the Fair Information Practices):

1. Be accountable
2. Identify the purpose
3. Obtain consent
4. Limit collection
5. Limit use, disclosure, and retention
6. Be accurate
7. Use appropriate safeguards
8. Be open
9. Give individuals access
10. Provide recourse

RYSE will ensure that any private employee information that is collected adheres to the principles outlined below and considers how a reasonable person would achieve these principles:

1. **Be accountable:** RYSE is responsible for all employee personal information under its control. As necessary, RYSE will appoint its directors to ensure its accountability to the Ten Principles of Privacy Protection. Further, RYSE will develop and implement policies and practices for handling all personal information, as well as a process for handling privacy complaints.
2. **Identify the purpose(s):** RYSE will always identify to employees why their personal information is being collected. As well, RYSE will only collect the personal information required to fulfill that purpose with no additional information. The organization will also inform any person from whom it collects information why the information is required and how it will be used.
3. **Obtain consent:** Employee consent is required for the collection, use, or disclosure of employee information. If additional personal information is required, RYSE will request additional consent from employees.
4. **Limit collection:** RYSE will only collect the personal employee information that is required for the administration of pay, benefits, and other human resource activities. This information will always be collected in fair and legal ways and, whenever possible, will only be collected from the employee to whom it pertains and no other source.
5. **Limit use, disclosure, and retention:** Unless required by law, all private employee information collected by RYSE will only be used for the purposes for which it was collected. Private employee information will only be retained for as long as is necessary to serve the purposes for which it was collected. If personal information is used to make a decision, this information will be retained for one year following the decision to provide the employee the chance to access it. As soon as the

personal information is no longer required for business or legislative purposes, it will be destroyed, erased, or made anonymous.

6. **Be accurate:** RYSE will maintain personal employee information as accurate, complete, and as up to date as possible. RYSE may request periodic updates from its employees to ensure that the information on file is accurate.
7. **Use appropriate safeguards:** RYSE will protect any personal employee information it has collected, no matter the format, by encrypted drives, and firewalls to ensure the privacy of the information. Only specified persons, including RYSE Directors and Services Managers will have access to the information.
8. **Be open:** RYSE will disclose its purposes for the collection of employee information and will have this information available upon request from employees. Upon request, RYSE will provide the name of its privacy contact and contact information. RYSE will also inform its employees how they can make a request to view their personal files and how to make a privacy complaint, as necessary.
9. **Give individuals access:** Employees of RYSE have the right to view what personal employee information has been retained. Access to their own information will be provided within a minimum of 30 days. Further, employees may challenge the accuracy of this information and make modifications to the information, as necessary. If for any reason, RYSE needs to refuse a request, this response will also be provided within 30 days, and it will include information on making a privacy complaint to the Information and Privacy Commissioner.
10. **Provide recourse:** RYSE will meet or exceed the principles established by the Act. All complaints concerning the privacy of employee information will be investigated. If RYSE becomes aware that it needs to correct its personal information practices, it will remedy its practices as soon as possible.

Employees are welcome to bring forward ways in which RYSE could improve the safety of personal employee information; employees should contact Director, Lyndsey Domijan with their suggestions, recommendations, or complaints.

Employment Standards Policies

HIRING

The purpose of this policy is to outline the processes RYSE will follow to ensure our hiring practices are fair, consistent, equitable, and in line with all applicable legislation such as the British Columbia *Human Rights Code*, and the *Employment Standards Act*.

POLICY

RYSE is committed to the principles of equality and diversity in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience. RYSE will not discriminate against job applicants on any of the grounds protected by human rights legislation during any phases of the recruitment, screening, and hiring process.

All hiring managers of RYSE will treat all job applicants with dignity and respect.

At no time during the interview process will any questions be asked that touch on any prohibited areas outlined in the *BC Human Rights Code* (race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, age, sexual orientation, political belief or conviction of a criminal or summary conviction offence unrelated to their employment).

Reference Checks

Reference checks must be completed for any candidate that is considered for hiring prior to making an offer of employment, in order to validate credentials and the accuracy of information provided by the candidate during the recruitment and screening process.

Offers of Employment

Any offer of employment will outline the terms and conditions of employment, including any further steps that the applicant must agree to complete to be eligible for employment, such as a successful police records check.

Offers of employment will contain a probationary period of three months, so that both the employer and employee can trial the fit between the employee and the position, without any negative consequences.

Once the offer of employment is signed by the employee and any additional agreed terms have been met, the new employee may begin work at the agreed upon date. New employees will receive training about key policies and safety issues that pertain to their position or that are required by law.

Personal Information

RYSE will ensure any personal information collected during any stage of the recruitment and hiring process is retained in an appropriate manner and remains confidential.

HOURS OF WORK AND OVERTIME

RYSE is committed to ensuring that all employees are compensated, at minimum, as per the standards outlined in the British Columbia's employment standards.

RYSE is excluded from the hours of work and overtime provisions contained within employment standards as per the averaging agreement outlines in the employment contract and onboarding package.

PROTECTED LEAVES OF ABSENCE

RYSE recognizes that qualified employees have the right to take job protected leaves without any negative consequences to their employment. As such, RYSE is committed to adhering to the guidelines established by British Columbia's *Employment Standards Act* (the Act) with respect to any job-protected leaves.

DEFINITIONS

All definitions are from the *Employment Standards Act* of British Columbia.

Immediate Family Member:

- spouse (including common-law spouse)
- child (including stepchild)
- same sex partners and their children if they live with the employee as a member of the employee's family.
- parent (including stepparent)
- guardian
- sibling
- grandchild
- grandparent
- any other person who lives with the employee as a member of the employee's family.

Family Member:

In relation to the employee, including the list of immediate family members above, as well as:

- stepsibling
- aunt or uncle
- niece or nephew
- current or former foster parent
- current or former foster child
- current or former ward
- former guardian
- the spouse of a: sibling or step siblings, child or stepchild, parent, grandparent or grandchild, aunt or uncle, niece, or nephew, current or former foster child, or current or former guardian;

In relation to the employee's spouse, a:

- stepparent
- sibling or step siblings
- grandparent or grandchild

- aunt or uncle
- niece or nephew
- current or former foster parent
- current or former ward

Minor Child:

- a biological or adopted child
- a stepchild
- a foster child
- a child who is under legal guardianship of the employee and under the age of 19

POLICY

The purpose of this policy is to outline the job-protected leaves employees have a right to take under the Act so that:

- Employees know their rights; and
- RYSE manages employee leaves in a fair and consistent manner.

RYSE will adhere to all regulations covered under the *Employment Standards Act* of British Columbia.

Protected Leaves:

- COVID-19 Leave (Temporary)
- Leave Respecting Domestic or Sexual Violence
- Personal Illness or Injury Leave
- Maternity Leave
- Parental Leave
- Family Responsibility Leave
- Critical Illness or Injury Leave
- Compassionate Care Leave
- Bereavement Leave
- Leave Respecting the Disappearance of a Child
- Leave Respecting the Death of a Child
- Reservists' Leave
- Jury Duty Leave

Employee Rights During a Leave

Employees have the right to continue to participate in the company benefits plans during their job-protected leave of absence. This includes programs such as: pension plan, life insurance, extended health care, and dental. If an employee wishes to opt out of their participation in these company-provided benefits, they must provide their request via written notice. RYSE will continue to pay its portion of the employee benefits contribution to an employee's benefit plan, unless the employee has provided written notice that they would like to opt out during the leave period.

While on a job-protected leave of absence, an employee's employment is considered continuous. RYSE will not penalize any employee because the employee is or will be taking a job-protected leave. An employee who takes an approved job-protected leave is entitled to return to either their same position or a comparable one if RYSE has eliminated their previous one.

COVID-19 Leave (Temporary)

An employee has a right to take a job-protected leave related to COVID-19 if they are unable to work for the following reasons:

- They have been diagnosed with COVID-19 and are following the instructions of a medical health officer, doctor, or nurse,
- They are in quarantine or self-isolation and are acting in accordance with an order of the provincial health officer, an order made under the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control or guidelines from the Public Health Agency of Canada,
- RYSE has directed them not to work due to concern about their exposure to others,
- They need to provide care to their minor child or a dependent adult for a reason related to COVID-19, including a school, daycare, or similar facility closure,
- They are outside of BC and unable to return to work due to travel or border restrictions.

Note: The COVID-19 leave is retroactive to January 27, 2020, the date that the first presumptive COVID-19 case was confirmed in British Columbia. This leave is in place due to the public health emergency resulting from COVID-19. Once the leave is no longer needed, it will be removed from the Employment Standards Act and thus no longer a protected leave at RYSE.

Leave Respecting Domestic or Sexual Violence

Employees of RYSE may take up to 5 paid days of leave and 5 additional unpaid days of leave per calendar year if they have been impacted by domestic or sexual violence. If needed, an employee may take an additional 15 weeks of unpaid leave, where impacted by this type of violence. This leave also applies to an employee who has had a child or dependent impacted by this type of violence.

Personal Illness or Injury Leave

Employees of RYSE may take up to three paid days each employment year because of personal illness, or injury. This entitlement begins once an employee has worked for RYSE for at least 90 days. As per the *Employment Standards Act*, reasonable medical documentation may be requested including information to support the employee's need for the leave.

Personal Leave Days are to be taken as half day or full days only. Unused Personal Leave Days cannot be rolled over into subsequent calendar periods. In addition to illness, RYSE regards Personal Leave Days as suitable for medical appointments, taking care of family, volunteer-ism, attending special religious events, and so on, provided the employee gains the agreement of their direct manager in advance.

If an employee has been out sick for more than three (3) consecutive workdays, he/she is required to submit documentation from a doctor certifying the medical necessity for the absence and the

expected date of return to work.

Maternity Leave

Pregnant employees of RYSE may take an unpaid maternity leave of up to 17 consecutive weeks off work. The leave must begin on or before the baby is born. Maternity leave cannot start earlier than 13 weeks prior to the expected due date of the baby. The leave continues for at least 6 weeks after the baby is born. In the event an employee wants to return to work sooner than this, RYSE will require the employee to provide medical documentation allowing this. Where an employee is unable to return to work for reasons related to childbirth, the leave may be extended for 6 more weeks.

Termination of Pregnancy: Employees of RYSE are entitled to 6 consecutive weeks of unpaid leave beginning on the date that a pregnancy has ended. If an employee is unable to return to work for reasons relating to the pregnancy ending, the leave may be extended for an additional 6 weeks. RYSE may request a medical note from a doctor or nurse practitioner indicating the pregnancy has ended.

Employees must provide a written request to RYSE at least 4 weeks prior to the day the employee intends on beginning the leave. RYSE may request medical documentation stating the expected birth date, the actual birth date, or other reasons for the leave.

Parental Leave

Employees of RYSE are entitled to take parental leave of up to 62 weeks of unpaid time free from work. Both parents can take one full period of parental leave. This leave can begin at any time within 78 weeks of the baby being born or a child being placed in the employee's care in the case of adoption. An employee may extend their leave by up to 5 weeks if a child needs more care due to a physical, psychological, or emotional condition.

Pregnant employees can take maternity and parental leave. In this case, a pregnant employee may take up to 61 weeks of unpaid parental leave immediately following their maternity leave.

RYSE reserves the right to request proof that an employee is entitled to parental leave or an extension of parental leave.

Employees must provide a written request to RYSE at least 4 weeks prior to the day the employee intends on beginning the leave.

Family Responsibility Leave

Employees are entitled to take up to 5 days of unpaid leave in each employment year to help with the care, health or education of a minor child that is in their care. An employee can also request this type of leave to care for the health of a member of their immediate family.

Employees are encouraged to give reasonable notice of any request for leave to allow the RYSE to accommodate the absence. RYSE is entitled to request reasonable proof, after the event, that the request for a leave was valid. The request for the leave does not need to be made because of a crisis

or emergency. It must be related to the care or health, and in the case of a child, education, of a member of the employee's immediate family.

Critical Illness or Injury Leave

RYSE employees are entitled to up to 36 weeks in a 52-week period of unpaid leave in the event they have a critically ill minor child or 16 weeks in the event of a critically ill adult family member. This leave may be taken to support or provide care for a minor child or adult family member.

Employees must request leave from RYSE when they first become aware of their need for the leave. Employees are required to provide a medical certificate to RYSE from a qualified medical practitioner that sets out:

- the baseline state of health of the family member that has significantly changed,
- that the life of the family member is at risk due to an illness or injury,
- that the care or support required by the ill family member can be met by the employee and not medical professionals, and
- the period for which the ill family member requires care or support.

The certificate does not have to be provided to RYSE prior to the employee taking the leave but must be produced as soon as practicable.

Employees may begin this leave on the date outlined in the medical certificate or the first day in which the baseline state of health of the employee's family member significantly changed. The leave must be taken in increments of one or more weeks at a time, separately or consecutively, within a 52-week period. The leave ends when the family member passes away, or at the end of the 52 weeks from the date in which the employee began the leave.

If a medical certificate issued by a qualified health practitioner sets out a period during which the employee is required to provide care or support to a family member that is less than 36 weeks (for a minor child) or less than 16 weeks (for an adult), the employee is entitled to take a leave only for the period set out in the certificate. An employee's leave may be extended in the event the original certificate did not use up all the leave, and another medical certificate is obtained.

Compassionate Care Leave

Employees of RYSE are entitled to compassionate care leave consisting of unpaid leave for a period of up to 27 weeks in a 52-week period to provide care to a family member who is terminally ill.

RYSE employees are entitled to this leave, regardless of their length of service.

Employees must request leave from RYSE as soon as they become aware of the need to take the leave. The employee must provide RYSE a medical certificate stating the family member has a terminal illness and is at risk of dying within 26 weeks. This does not need to be provided prior to taking the leave; however, time off prior to obtaining the medical certificate will be included in calculating the duration of the leave. Employees are not required to take all 27 weeks consecutively and may separate their weeks. However, if an employee takes part of a week, this will count as a full week of leave.

The leave will end with whatever of the following comes first:

- On the last day of the week in which the family member passes away;
- After the employee has had 27 weeks off within a 52-week period; or
- 52 weeks after the leave began (regardless of if the employee has taken all 27 weeks).

If the family member does not pass away within the 52-week period, an employee may take more leave after they provide RYSE with a new medical certificate stating that the family member has a serious medical condition with significant risk of death within 26 weeks.

Bereavement Leave

Employees of RYSE are entitled to up to 3 days of unpaid leave in the event of a death of an immediate family member. The days are intended to provide the employee with days to grieve, attend a funeral, and/or take care of issues relating to the death of a member of their immediate family. The days do not have to be consecutive days.

Leave Respecting the Disappearance of a Child

Employees of RYSE are entitled to up to 52 weeks of unpaid leave if their minor child disappears as the result of a crime. The crime does not have to be proven, but probable. The employee may take leave in different units of time with the consent of RYSE.

The leave ends:

- 14 days after the child is found alive,
- On the date the child is found deceased, or
- At the end of the 52 weeks off (or if the employee has taken time off in different units, the last day of the last unit time).

The leave also ends if it is probable that the child's disappearance was not the result of a crime or if the employee is charged with a crime in relation to the child's disappearance.

A written notice and a plan for taking the leave must be provided to RYSE as soon as possible either prior to beginning the leave or once the leave has started. The plan for the leave may be amended under special circumstances.

Leave Respecting the Death of a Child

An employee of RYSE who experiences the death of their child is entitled to an unpaid leave of absence for a period of up to 104 weeks. This leave must be taken within the 105-week period that started when the child passed away. The employee may take leave in different units of time with RYSE's consent.

The leave ends after 104 weeks off, or if the employee has taken time off in different units, the last day of the last unit of time. The leave also ends if the employee is charged with a crime in relation to the child's death.

Reservist Leave

An employee of RYSE who is also a reservist for the Canadian Forces is entitled to 20 days of unpaid leave per calendar year for the following reasons:

- Is being deployed to a Canadian Forces operation outside of Canada,
- Is participating in pre- or post-deployment training activities,
- Is being deployed to assist with an emergency or an emergency aftermath in Canada.

Employees are required to provide RYSE 4 weeks' written notice of the leave including the start and end date of their leave. If deployment is extended, the employee must give RYSE notice 4 weeks before the date the leave was to have ended, or as soon as possible. If the employee wants to return to work sooner than they originally said, they must provide RYSE at least 1 week's notice.

Jury Duty Leave

RYSE will provide unpaid job-protected time away from work as necessary for employees to participate in jury duty. Employees may be requested to provide evidence of the need for them to participate in jury duty.

STATUTORY HOLIDAYS

RYSE is committed to upholding the employment rights as established by the *Employment Standards Act of British Columbia*. Specifically, RYSE will ensure that it adheres to the provisions established for statutory holidays in British Columbia.

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. B.C. Day
7. Labour Day
8. Thanksgiving Day
9. Remembrance Day
10. Christmas Day

POLICY

RYSE will ensure that qualified employees who are entitled to statutory holidays off from work will be paid the appropriate statutory holiday pay.

As needed, RYSE may request that employees work on the day of the statutory holiday. Where an employee is required to work on a statutory holiday, they will:

- earn one and a half times their regular wage for the hours worked up to 12 hours,
- earn double their regular wage for any hours worked over 12 hours, and
- an average day's pay.

Alternatively, RYSE may, for one or more employees, substitute another day off for a statutory holiday, if previously agreed upon by RYSE and the employee in writing, or if the majority of employees affected agree to the substitution. In this case, RYSE will follow the same statutory holiday pay guidelines for the substituted day.

In the event an employee's employment with RYSE concludes prior to the substitute holiday day, RYSE will ensure that the employee's statutory holiday pay entitlement is included in their final wages.

Calculating Statutory Holiday Pay

Employees are entitled to statutory holiday pay in the amount of an average of the employee's regular wages earned during the preceding 30 calendar days leading to the statutory holiday. RYSE will include all wages earned during this time for the calculation – this includes salary, commission, statutory holiday pay and paid vacation, if any. However, overtime earned is not included in the calculation.

Total wages ÷ number of days worked = statutory holiday pay (an average day's pay)

Qualifying for Statutory Holiday Pay

Employees of RYSE will qualify for statutory holiday pay if they:

- have been employed for 30 calendar days, and
- have worked or earned wages on 15 of the 30 days prior to the statutory holiday.

Where an employee does not qualify for statutory holiday pay, they are paid regular pay for working on a statutory holiday.

TERMINATION

RYSE is committed to ensuring that all employee terminations of employment are handled in a fair and consistent manner, according to legislated employment practices, specifically British Columbia's *Employment Standards Act*.

DEFINITIONS

"Termination" means a situation in which the employment relationship comes to an end due to a variety of reasons such as the employer ending the employment relationship. The *BC Employment Standards Act* states it includes a layoff other than a temporary layoff.

"Termination for just cause" means an employee is terminated without notice when they are "guilty of wilful misconduct, disobedience, or wilful neglect of duty that is not trivial and has not been condoned by the employer".

“Temporary layoff” means:

- A. in the case of an employee who has a right of recall, a layoff that exceeds the specified period within which the employee is entitled to be recalled to employment, and
- B. in any other case, a layoff of up to 13 weeks in any period of 20 consecutive weeks. (Source: *BC Employment Standards Act*).

The Government of British Columbia further clarifies: “An employee is laid off when they're given less work or no work – with the plan that the employee will return to a regular work schedule. If an employee’s hours are reduced, they are considered laid off when they earn less than 50% of their weekly wages at the regular rate (averaged over the previous eight weeks that they worked).”

"Termination pay" means, for each week of notice an employee is entitled to, the amount obtained by totalling the employee's weekly wages, at the regular wage, during the last 8 weeks in which the employee worked normal or average hours of work and dividing the total by 8 (Source: *BC Employment Standards Act*).

POLICY

RYSE will follow the rules set out in British Columbia’s *Employment Standards Act* and the terms set out in an employee’s contract when it comes to ending the employment relationship.

All terminations, no matter the cause, will be handled respectfully and in a confidential manner.

RYSE will never end someone’s employment or penalize them in any way for asking questions about or exercising their rights under the *Employment Standards Act*.

Resignation

In the case of resignation, RYSE requests that employees provide a minimum of two weeks’ notice to the employer, in writing.

If an employee fails to show up to work for more than three days in a row without notifying the employer, the employer will assume the employee has resigned.

Termination (Not for Cause)

In the case of involuntary termination not for cause, the employee will be provided with written notice of termination which meets the criteria set out within the *Employment Standards Act*, at minimum:

Period of Employment	Notice Required
3 months but less than 1 year	1 Week

1 year but less than 3 years	2 Weeks
3 years but less than 4 years	3 Weeks
4 years but less than 5 years	4 Weeks
5 years but less than 6 years	5 Weeks
6 years but less than 7 years	6 Weeks
7 years but less than 8 years	7 Weeks
8 years or more	8 Weeks

The employee will either work for the remainder of the time provided by the notice period (working notice) or be provided with termination pay (pay in lieu of notice) for the duration of the notice period.

Employees will be entitled to their full regular pay and any benefits will remain in place for the duration of the notice period. They are also to accrue vacation pay during this time. Employees may also be entitled to severance pay based on their years of service, as defined under the *Employment Standards Act*. This is determined as per the Act and the management of RYSE.

Employees who are terminated for just cause are not entitled to notice, pay in lieu of notice, or severance pay.

Temporary Lay-off

RYSE will refer to and adhere to the *Employment Standards Act* if a temporary layoff is required for any reason.

The organization understands the employee may be considered terminated according to the *Employment Standards Act* in the following circumstances:

- If the employee does not agree to the temporary layoff in advance
- If an employee is laid off for a period longer than a temporary layoff as set out in the *Employment Standards Act* (generally 13 weeks in any period of 20 consecutive weeks*)

The organization will provide any termination pay to the employee, as required.

Final Wages and ROE

Upon termination of employment for any reason, RYSE will provide final wages, meaning regular wages, overtime, statutory holiday pay, compensation for length of service and vacation pay. These wages must be paid:

- Within 48 hours after the last day an employee works when an employer ends employment
- Within six days after the employee's last day of work when an employee quits

If an employee cannot be located, the employer must pay the wages to the Director of Employment Standards within 60 days of the wages being payable. The Director holds the wages in trust for the employee (Source: Government of British Columbia).

Please note that unused sick time will not be paid out upon termination of employment.

RYSE will also issue a Record of Employment (ROE) within 5 calendar days after the end of the pay period in which an employee's interruption of earnings occurs so that eligible employees may apply for Employment Insurance (EI).

Return of Employer Property

Whether the termination is voluntary or involuntary, the employee must return all company property including things such as keys or computer devices. All intellectual property, or information, products or content created for the employer will remain the property of the employer.

Rehiring

Employees who are terminated for cause may not be eligible for rehire.

Key Health and Safety Policies

COVID-19 COMMUNICABLE DISEASE PLAN

RYSE values the health and safety of its employees and will continue to follow instructions from the government and health authorities on how to keep our workers safe. With the widespread availability of COVID 19 vaccines in British Columbia, the overall risk of COVID-19 transmissions and serious consequences has decreased. Despite this, the virus continues to circulate in the same way that other communicable diseases do.

This communicable disease plan outlines the precautions that RYSE will take to keep employees safe and healthy in the event of an elevated risk of COVID-19. It will replace the COVID-19 Safety Plan that was required in British Columbia workplaces between March 2020 and June 29th, 2021.

DEFINITIONS

Communicable disease: An “illness caused by an infectious agent or its toxic product that can be transmitted in a workplace from one person to another. Examples of communicable diseases that may circulate in a workplace include COVID-19, norovirus, and seasonal influenza” (Source: WorkSafeBC).

POLICY

The purpose of this plan is to provide critical information to RYSE staff to assist in the prevention of communicable diseases as required in Step 3 of British Columbia Restart Plan.

At RYSE we will utilize a gradual transition phase between the full COVID-19 Safety Plan and the new Communicable Disease Plan. Management will communicate any phase-in efforts with employees accordingly to let them know which COVID-19 Plan precautions are to remain in place and when they can be discontinued.

The organization is responsible for:

- The health and safety of their workers, and all other workers at their workplace
- Continuously monitoring for communicable disease related information from the regional public health officials and the provincial health officer related to their area and industry, and following that guidance and direction should additional measures be necessary in their workplace
- Having a system in place to identify the health hazards, control the risk, and monitor the effectiveness of the controls
- Completing a communicable disease plan and amending it as needed during levels of elevated risk of COVID-19 as communicated by the regional medical health officer
- Making sure everyone entering the workplace receives information about our measures, practices, and policies for managing communicable disease
- Ensuring supervisors have been trained on monitoring workers and workplace to ensure policies and procedures are being followed
- Providing hand-hygiene facilities and any other appropriate supplies or personal protective equipment (PPE) as per section 4.85 of the Occupational Health and Safety Regulation
- Using or posting policies and signage where appropriate to remind employees about proper hygiene practices such as hand washing and coughing etiquette
- Making sure employees are able to raise any safety concerns they may have and work with them to resolve any safety issues

Employees are responsible for:

- Taking reasonable care to protect their own health and safety and the health and safety of other people within the workplace
- Taking responsibility for their own personal self-care, which includes hand washing and staying home when sick
- Reporting unsafe conditions to their employer
- Following all procedures put in place by the employer to control the risks associated with communicable diseases

COMMUNICABLE DISEASE PLAN

The measures described below have been put into place to ensure safety from communicable diseases. They must be adhered to at all times.

At RYSE, the person who is responsible for monitoring public health information is the Appointed Health and Safety Officer. Should there be a temporary need to increase safety measures due to an elevated risk in the community or industry we work in, additional precautions will be communicated to employees and must be adhered to.

Stay at Home

Employees who are exhibiting symptoms of a communicable disease (fever, chills, cough, diarrhea) are asked to remain at home when they are unwell. Please utilize the regular sick day procedures and channels to notify your manager or other appropriate parties. The organization will facilitate temporary work from home arrangements, where possible.

Employees who exhibit symptoms upon arrival at the workplace or become ill during the day should immediately withdraw from their coworkers, notify their supervisors, and return home.

Employees should only return to work when they have been free of symptoms for 2 days. Please refer to our Sick Policy for further information.

Hygiene and Cleaning

Personal Hygiene/Cleaning

Employees are always encouraged to use safe hygiene practices such as:

- Employees must frequently wash their hands for at least 20 seconds. Soap and warm water for handwashing shall be available in all wash areas.
- When sneezing or coughing, use a disposable tissue or the crease of the elbow to cover the mouth and nose rather than using the hands.

When the risk of COVID-19 is elevated, further protections must be practiced such as:

- All workstations and entrances/exits will have hand sanitizers, alcohols, and disinfectants available.
- Employees are not permitted to share food, beverages, or utensils.
- Employees are required to wear a mask.
- Avoid unnecessary contact and consider distancing yourself physically.
- Adhere to any other items recommended by your local public health department

Facility, Vehicle, and Equipment Hygiene

- Cleaning products containing soap or detergent will be used to clean the surfaces. Additionally, said products would be installed in all workstations.

- When the risk of contracting COVID-19 is low, daily cleaning is sufficient. Otherwise, as risk increases, more frequent cleaning will be required. Frequent cleaning is also required in high-traffic areas.
- When risks are low, disinfection will occur once daily; however, as risks increase, disinfection will occur more frequently. Disinfectants will be available at all workstations. Frequent disinfecting is also required in high-traffic areas.
- If a sick person has been in the facility within the last 24 hours, the space will be cleaned AND disinfected immediately.
- Cleaning personnel will be instructed in the proper use of cleaning products.
- Safety precautions regarding the use of cleaning products would be posted in public areas.
- RYSE will ensure that cleaning products and disinfectants are safe to use by individuals with asthma.
- PPE will be made available in workplaces in sufficient quantities and sets to address the identified hazard.
- Windows will remain open throughout the cleaning and disinfecting process to ensure adequate ventilation.
- Cleaning products and defects will be appropriately labelled to prevent accidental ingestion or being mixed with other chemicals.

Ventilation

RYSE will provide an appropriate supply of fresh outdoor air to help dilute naturally accumulated contaminants and pollutants that accumulate indoors to support good indoor air quality.

- RYSE will ensure the design, operation, and maintenance of heating, ventilation, and air conditioning (HVAC) systems follow applicable Occupational Health and Safety Regulations, or problem-solve other solutions such opening windows where this is not possible
- Filters will be changed weekly, and HVAC systems will be inspected.
- Occupancy of facilities and vehicles will be restricted during periods of communicable disease outbreaks.
- During high risk of communicable disease spread, windows will be opened to allow better ventilation.

Employee Vaccination

RYSE recognizes the public health benefits of vaccination programs in reducing illness, disability, and death from community-acquired diseases and will support public health messaging about the importance of vaccines against communicable diseases.

While employees are encouraged to participate in public health vaccination programs, RYSE will not require employees to be vaccinated and will not discriminate against those who choose not to be vaccinated. There will be no adverse consequences for those individuals who do not receive a vaccination or do not wish to share information about their vaccination status.

Employee Mental Health

RYSE recognizes that psychological safety risks exist at all times, even more so during times of increased communicable disease risk. Emotional stress, anxiety, or concern are natural during times of

widespread disease outbreaks. Employees who believe they are suffering from negative mental health consequences are encouraged to seek assistance immediately.

Right to Refuse Unsafe Work

RYSE respects the legal right of employees to refuse work they have reasonable cause to believe is unsafe due to a thing or condition that may expose a worker to an excessive or unwarranted risk of injury or occupational disease.

Employees should follow the step-by-step government mandated work refusal process, as outlined in our Work Refusal Process. To initiate a work refusal, a worker must immediately report the circumstances of the unsafe condition to their supervisor or employer. There will be no negative consequence or discriminatory action for employees who exercise their right to refuse in good faith.

Privacy of Information

All personal or medical information acquired by RYSE in relation to communicable diseases will be treated with the utmost confidentiality according to mandated governmental privacy standards.

Resources

As per WorkSafeBC: “Workers and employers with questions or concerns about workplace exposure to COVID-19 can call WorkSafeBC’s Prevention Information Line at 604.276.3100 in the Lower Mainland (toll-free within B.C. at 1.888.621.SAFE). You’ll be able to speak to a prevention officer to get answers to your questions, and if required, a prevention officer will be assigned to assess the health and safety risk at your workplace.”

DUTY OF PERSONS DIRECTING WORK

RYSE recognizes its obligation to keep its employees safe from harm. It further understands that people who supervise or direct the work of others have a legal duty to keep those workers safe from harm. RYSE will educate and train all persons directing work to ensure they understand their obligations under the law to protect fellow workers.

DEFINITION

According to the Canadian Centre for Occupational Health and Safety (CCOHS):

“Person directing work” means everyone who undertakes, or has the authority, to direct how another person does work or performs a task according to section 217.1 of the *Criminal Code of Canada*. It not only applies to persons with a title of supervisor or manager, but anyone acting in that capacity, even temporarily. section 217.1 of the *Criminal Code of Canada*.

Note: Section 217.1 of the Criminal Code of Canada applies to “all organizations and individuals who direct the work of others, anywhere in Canada. These organizations include federal, provincial and

municipal governments, corporations, private companies, charities and non-governmental organizations.”

POLICY

RYSE understands that the *Criminal Code of Canada* has been amended and people who direct the work of others have a legal duty to take reasonable steps to ensure the safety of workers and the public. This means they can be held criminally responsible for failing to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task.

Employer Responsibilities

RYSE will take every precaution reasonable in the circumstances for the protection of workers from illness and injury. This includes:

- Keeping a safe and well-maintained workplace
- Providing information and training about the hazards the workplace including how to handle them and what to do in emergencies
- Providing proper safety equipment and ensuring workers know how to use that equipment safely and properly
- Maintaining a joint occupational health and safety committee (JOHSC)
- Ensuring all critical injuries are reported to the appropriate government agency immediately

Further, RYSE will uphold all rights all employees have under the *Occupational Health and Safety Act* (OH&SA), the *Occupational Health and Safety Regulation (OHSR)*, and WorkSafeBC:

1. The right to refuse unsafe work.
2. The right to participate in the promotion, education and implementation of health and safety initiatives in the workplace.
3. The right to know or be informed about actual and potential dangers in the workplace.

Supervisor Responsibilities

The *Occupational Health and Safety Act (OH&SA)* sets out certain specific duties for workplace supervisors. A supervisor must:

- Ensure that workers use prescribed protective equipment, devices and clothing that are provided by the employer. The supervisor must also ensure that these devices are used appropriately;
- Advise workers of potential and actual hazards that they are aware of in the workplace;
- Provide written instructions about the measures and procedures to be taken for the worker’s safety if necessary; and
- Take every precaution reasonable in the circumstances for the protection of workers

Employee Responsibilities

Employees too must comply with their duties under the OH&SA to:

- Work in compliance with the Act and regulations
- Use or wear any equipment, protective devices or clothing required/directed by the employer
- Report any hazard or contravention of the Act or regulations to the employer or supervisor (including reporting fellow co-workers if necessary)
- NOT use or operate any equipment or work in a way that may endanger any worker
- NOT participate in any inappropriate behaviours in the workplace that may pose a safety risk

EMERGENCY PREPAREDNESS AND RESPONSE PLAN

RYSE is committed to ensuring the health and safety of all employees and any visitors to its workplace. As such, RYSE has developed the following policy to guide its employees and managers in the event of emergency situations. Preparing for emergencies is a critical part of our health and safety commitment.

DEFINITIONS

An “emergency” is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise (*Emergency Management and Civil Protection Act, R.S.O., 1990*).

Some common types of emergencies include:

- Fires or explosions
- Medical emergencies
- Severe weather and earthquakes
- Major power failures
- Hazardous material spills
- Infectious diseases, specifically Covid-19

POLICY

To ensure that in the event of an emergency, all RYSE’s employees are prepared for their roles and responsibilities, the following plans must be followed. These emergency plans are necessary to:

- Keep employees, visitors, and first responders free from any further injuries;
- Succeed in managing life-threatening situations;
- As much as possible, minimizing any damage to equipment, machinery, tools, and any part of the environment; and
- Ensuring a return to work as safely as possible.

In the event of any workplace injuries of any kind, RYSE will follow the appropriate reporting requirements, as per British Columbia’s Occupational Health and Safety Regulation, and/or the Collective Agreement, as applicable.

The following four major elements have been considered for this Emergency Preparedness and Response Policy:

1. Prevention (use of the policies and procedures to follow to avoid or minimize any emergencies),
2. Preparation (the actions and procedures to take to ensure that RYSE and its employees are ready to effectively respond),
3. Response (the actions to be taken in the event of an emergency), and
4. Recovery (how employees and supervisors can return to normal business operations).

Planning

At RYSE, supervisors must have a plan for responding to emergencies that could reasonably be expected to arise that includes:

- Assessing any risks or hazards to the workplace,
- Developing specifics for the emergency response plan,
- Implementing the plan (including communicating and training the plan to employees),
- Testing the plan by holding drills on a monthly basis, and
- Improving or modifying the plan as additional information becomes available.

The organization will ensure it has:

- Up-to-date emergency contact information for all employees, including supervisors,
- A schedule which outlines who will be on shift so that they may be checked off in the event of an evacuation, and
- A list of emergency names and contacts (e.g., poison control, etc.) that is kept in the office on a clip board

Fire or Explosion Preparedness

At RYSE, there is a fire alarm that will be triggered in the event of a fire.

In the event of a fire:

- Employees are to evacuate, following the below evacuation procedures,
- The fire must be reported, and the information must include:
 - Who is reporting the fire,
 - What has happened (to the best of the person's knowledge),
 - Where it has happened
 - If there are any injuries, and
 - Whether there are others who may be in the path of the fire.

Evacuation Procedures

In the event the fire alarm sounds, or there is an emergency that requires evacuation, RYSE employees must remain calm and proceed in an orderly fashion.

Employees are to proceed down the stairs – the elevator is never to be used in the event of an emergency – and through the nearest exiting door. Once employees are out of the building, employees are to proceed to the designated meeting spot at the front of the resource, so that everyone can be counted.

Medical Emergency Preparedness

In the event of an emergency, employees are reminded that the first aid kits are located in the designated spot in the office. In addition, all employees are first aid trained.

If an employee comes across a medical emergency, they are directed to call for help (911) immediately. They also need to survey the area around the injured person to ensure that there are not any hazards that could affect their own safety before moving towards the injured person.

If the employee is first aid trained, they should follow the instructions provided during their first aid training in assessing the person, the environment, and the need for additional support. If the situation requires it, be prepared to provide aid for life-threatening situations, including bleeding, loss of a pulse, or loss of breathing.

A reminder to employees that all emergency numbers can be accessed on the “take me” clipboard located by the office door.

Employees are to help first responders as they arrive, including by noting anything that could help the injured party, and providing any information requested by the first responders.

After the medical emergency has passed, the employee will be requested to provide a statement outlining what occurred, which may help in preventing any further occurrences.

Severe Weather and Earthquake Preparedness

As there may be different levels of preparedness required for severe/inclement weather or earthquakes, the following procedure is for immediate danger due to an earthquake, or storm. In the event of a “weather watch”, RYSE will closely monitor the inclement weather situation, and immediately notify employees if emergency procedures need to be started. In the event of a “weather warning”, the below procedure should be followed. RYSE will ensure that the following procedure is practiced at minimum every quarter.

In the event of severe weather or an earthquake, employees are to:

- Proceed to the nearest “safe place.”
 - This safe place could consist of a desk, or sturdy table, or against an interior wall, provided there are not any bookcases, cupboards, windows, or any other kind of furniture that could fall during an earthquake.
- Employees are to protect their eyes by keeping their heads down.
- As after-shocks could follow an earthquake, it is important for employees to wait in their safe place until the shaking stops, and then proceed with a personal inventory, making sure that they are not injured.

- Employees should look carefully for hazards such as fire, including damaged electrical lines, broken gas lines, etc.
- If an evacuation is necessary (and as directed by the emergency captain), employees are directed to always use the stairs, not the elevator.
- Once outside, employees should move away from buildings, trees, streetlights, and any overhead wires, covering their head as they move.

Major Power Outage Preparedness

At RYSE, there are emergency preparedness kits in the event of a major power outage. During an outage, the senior staff will phone the utility company to verify whether the outage is widespread.

Employees are to ensure that there are not any persons in the elevators, and that no one attempts to use the elevators. In the event of a medical emergency during an outage, Team Leaders will direct employees as needed to provide space for emergency services. 911 is only to be called if an emergency is life-threatening; emergency services will be overwhelmed in the event of a power outage.

RYSE has the following items to use in the event of a power outage: flashlights, no cook foods, water, emergency supplies, blankets etcetera.

Hazardous Material Spill Preparedness

At RYSE, all WHMIS procedures are followed to prevent any leaks, spills, or damage due to hazardous materials. However, as accidents may occur, RYSE will follow the below steps to ensure the safety of all employees and visitors to the workplace.

When a spill occurs,

1. The first step is for employees to communicate that there is a spill to others in the area.
 - a. As required, the Team Leader may commence evacuation procedures.
2. If evacuation procedures are not required, the next step will be to control the spill by closing the container or righting what spilled over.
 - a. Note: RYSE has the following PPE available in the event of a spill: emergency spill kits
3. The next step is to contain the hazard by ensuring that it does not spill over into any other places (this could include spreading sand, kitty litter, etc.), to prevent any open paths for the liquid.
 - a. If the employee cleaning up the spill must leave the area for any reason, they are instructed to block off the area where the spill occurred with the use of caution tape or caution cones or any other method to prevent access.
4. The next step is to clean the spill and check for damages. If any cleaning materials come in contact with a hazardous substance, they should be disposed of immediately, unless they can be safely disinfected. RYSE will follow all applicable WHMIS procedures and will never instruct employees to perform clean-up work that goes against the stated instructions on the SDS sheet. Employees are to verify which chemicals may be used to clean up spills, prior to their use.

- a. In the event of damages to property, RYSE will ensure that the area continues to be blocked off until the appropriate repairs can be made.

Covid-19 Safety Plan

At RYSE, the following measures have been put into place to ensure safety during the Covid-19 outbreak:

- Employees are to participate in active screening prior to entering the workplace. At RYSE, this takes the form of the health declaration online form. Located on the RYSE website. On site temperatures are taken at the commencement of each shift.
 - If an employee does not pass the screening, they will be instructed to return home and self-isolate, to contact their health-care provider for a Covid-19 test, and that they may not enter the workplace until after their Covid-19 test results are returned or for a period of 5 days after their initial symptoms.
- Visitors to the workplace will be limited to only essential visits, and those who do enter will be asked whether they are showing any symptoms; have travelled recently; or have interacted with anyone who had a positive Covid-19 diagnosis.
- In all cases, employees and visitors must keep a minimum of two metres between themselves, including in doorways, elevators, stairwells, etc.
- All employees and visitors at RYSE are required to wear masks. The only exception is when an employee works alone in an office with a closed door and floor to ceiling walls (cubicles are not included).
- RYSE will ensure that surfaces are disinfected following a schedule of every two hours for scheduled cleaning and sanitizing.
- Employees are to refrain from using any telephones, computers, or keyboards that are not designated for their use, barring in the event of an emergency. Where a common tool must be used by multiple persons, it will be disinfected between each use.
- RYSE employees are encouraged to wash their hands at regular intervals, including before and after eating and drinking, anytime they touch their face and mask, etc.
- If employees need to sneeze, they are encouraged to sneeze into their elbows, or cough into their elbows, avoiding coughing or sneezing in the direction of another person and ensuring to wash their hands afterwards.
- RYSE will report any known cases of Covid-19 to the public health unit.
 - Following the report, RYSE will fully cooperate with the public health unit, including by providing the names of others who may have been in close contact with the person who has Covid-19, disinfecting and sanitizing any surfaces that may have been touched by the employee with Covid-19, and as necessary, requesting that other employees self-isolate.

HAZARD PREVENTION

RYSE is committed to identifying, assessing, and removing or controlling any hazards it can to safeguard the health and safety of all its employees. RYSE will take appropriate action on any recommendations put forward by the health and safety committee to control or eliminate any known hazards. In addition to those recommendations, RYSE will proactively identify hazards whenever possible to prevent them from becoming a danger to employees or to visitors to the workplace.

DEFINITIONS

A “hazard” is any practice, behaviour, substance, condition, or combination of these that can cause injury or illness to people, or damage to property. Source: Canadian Centre for Occupational Health and Safety (CCOHS).

“Musculoskeletal disorders” are a group of painful disorders of muscles, tendons, and nerves (CCOHS).

Hierarchy of controls:

1. Elimination or substitution;
2. Engineering controls (including substitution, isolation, or ventilation);
3. Administrative controls (including changes in job schedules or maintenance practices); and
4. Personal protective equipment (PPE) (Source: WorkSafeBC).

POLICY

RYSE will ensure that its workplace is assessed for any of the following hazards. If a hazard is identified that could cause injury to an employee, RYSE will ensure to either eliminate the hazard at its source or identify another way to perform the work that would not result in injury. If the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by RYSE.

Possible Hazard Health Effects

If any hazards at RYSE could result in any of the following adverse health effects, they shall be controlled as per the hierarchy of controls. These health effects could include:

- Disease
- Bodily injury
- Change in the way the body functions, grows, or develops
- Effects on a developing fetus
- Inheritable genetic effects
- Decrease in lifespan
- Change in mental condition
- Effects on a person’s ability to accommodate additional stress (Source: CCOHS)

Workplace Hazards

The following list represents hazards that may exist at RYSE. If one of these hazards is present and poses a risk, RYSE will work towards its elimination as is feasible in the workplace, following the steps of the hierarchy of controls.

Note that this list is not exhaustive of every hazard that could be present; RYSE will reassess the workplace for additional hazards following a schedule of every 6 months.

Biological Hazards

Biological hazards could involve any of the following:

- Bacteria
- Viruses
- Insects
- Plants
- Birds
- Animals
- Humans
- Mould

As any of these biological hazards may result in negative health effects, including allergies and skin irritation, RYSE will ensure to control any of these biological hazards at the source and provide PPE when it is not possible to eliminate the hazard through the hierarchy of controls.

Ergonomic Hazards

The assessment of ergonomic hazards relates directly to the employee and the job that they are doing (specifically the way they are completing the duties of their job). Ergonomics refers to matching the job to the employee completing the work. Ergonomic hazards can include simple actions such as:

- Lifting
- Pushing
- Carrying
- Pulling
- Lighting
- Hearing
- Sitting
- Standing

When these actions are performed in a way that contorts the body in an unnatural way, or in a persistent way which puts strain on muscles or tendons, workplace injuries could result. RYSE will perform periodic ergonomic checks to verify that employees are able to complete the actions required of their position without putting undue physical strain on themselves.

As needed, RYSE will make appropriate modifications to the workplace, including providing tools to help with manual lifting; ensuring that the lighting is adequate for the work being completed; modifying workstations to prevent musculoskeletal disorders, etc., to prevent employee injuries.

Physical Hazards

Physical hazards are elements which could affect an employee's physical health and safety if they are outside of tolerable ranges or persistent to the point of being detrimental to health. Some physical hazards could include:

- Temperature (hot or cold)
- Indoor air quality, including scents
- Noise levels (possible damage to hearing)
- Radiation (including through sunlight, UV lamps, etc.)

RYSE will assess the workplace for any of these physical hazards and ensure that all levels are within the acceptable ranges to ensure the health and safety of employees; taking needed action to correct the hazard if it is not.

Safety Hazards

Safety hazards in RYSE's workplace could consist of the tools required to perform job duties, as well as the prevention of basic slips, trips, and falls. Tools could refer to machinery, materials, transportation, etc. These tools shall be assessed for safety on a regular schedule and repairs will be made to them once the need is known.

Ladders are another safety hazard present at RYSE. Employees will be provided with health and safety training on the safe operation of ladders, including three-point contact and the proper storage of ladders.

For the prevention of slips, trips, and falls, RYSE will ensure that either non-slip mats or carpet are available where rain or snow may be tracked into the building and that all steps are a standard height with any changes in elevation clearly visible.

Chemical Hazards

RYSE will follow the GHS-WHMIS 2015 regulations concerning any chemicals in the workplace and will ensure that SDS sheets are available for any chemicals present. Further, all regulations concerning the appropriate labelling, transportation, and storage of chemicals will be followed.

Psychosocial Hazards

Hazards that may be present in the workplace could consist of more than physical hazards and/or danger to the body; hazards may exist that can adversely affect an employee's mental health. RYSE has zero-tolerance for any bullying, violence, or harassment in the workplace. Further details can be found in the (Insert name of policy, e.g., Anti-Harassment Policy).

RYSE will also provide support for any employees under undue stress that is affecting their ability to complete their job duties. In some cases, this may involve a reassessment of priorities; in some cases, an elimination of conflicting job demands, etc.

Employee Responsibilities

RYSE employees have the responsibility of notifying their health and safety committee, or their supervisor, of any known hazards in the workplace and then working together towards a solution.

HEALTH AND SAFETY PROGRAM

The safety of our workforce is our top priority at RYSE. The purpose of this policy is to outline RYSE's health and safety program which is intended to prevent injuries and occupational diseases.

POLICY

RYSE has implemented a health and safety program that is in full compliance with *Occupational Health and Safety Regulation* (section 3.3a) and WorkSafeBC. At RYSE, all workplace parties have roles and responsibilities to work together to keep each other safe and healthy. The following roles have been sourced from WorkSafeBC:

Employer Responsibilities

- Ensure the health and safety of employees at the workplace
- Establish occupational health and safety policies and procedures
- Provide direction to managers and supervisors about how to provide a safe and healthy workplace
- Consult with and cooperate with the JOHSC members
- Provide employees with the required instruction, information, training and supervision needed to protect their health and safety
- Provide protective equipment, devices and clothing and make sure they are use
- Make a copy of the Workers Compensation Act and the Occupational Health and Safety Regulation readily available to workers
- Identify hazards and eliminate or control them immediately
- Encourage workers to express concerns and provide suggestions about workplace hazards and health and safety

Supervisor Responsibilities

- Ensure the health and safety of all workers under their direct supervision
- Know and follow the requirements for supervision provided by WorkSafeBC
- Notify all workers under their supervision are made aware of all known or reasonably foreseeable health and safety hazards where they work
- Consult with and cooperate with the JOHSC members
- Make sure PPE is available and properly utilized and worn as required and/ or properly inspected and maintained
- Investigate unsafe conditions reported to them and make sure action is taken to correct issues immediately

Employee Responsibilities

- Learn and follow all safe work procedures
- Cooperate with the JOHSC, WorkSafeBC, or anyone else carrying out occupational health and safety duties
- Use protective equipment, devices and clothes provided
- Work safely! Do not engage in horseplay or work while impaired by alcohol, drugs or other causes

The following measures are in place at RYSE to prevent injuries and occupational diseases.

Regular Inspections

RYSE will conduct regular inspections of the premises and all machinery tools, equipment, and workplace on a regular basis to look for any hazards that might cause injury or disease. Some inspections, such as for equipment, may be done daily and employees who are required to carry out these inspections will be trained accordingly. The JOHSC will be involved in inspections, whenever possible.

If any unsafe or hazardous conditions are to be reported to management and dealt with promptly. Any significant issues or findings will be documented, and a copy will be provided to the JOHSC and the workers.

Management Meetings

Management will hold periodic meetings to review health and safety activities and incident trends. Items to be addressed will be policies and procedures, feedback about safety or how to address questions, going over reports such as recommendations from the JOHSC.

Investigations

Incident or workplace refusal investigations will be carried out according to the rules set forth by the Occupational Health and Safety Regulation.

Record Keeping

RYSE will properly maintain records and statistics health and safety records such as:

- Reports of inspections and incident investigations
- Worker orientation records
- Record of training courses taken (WHMIS etc.) or safety meetings held in the workplace
- JOHSC meeting minutes and actions
- First Aid certifications and records
- Supervisor notes or records of safety related disciplinary actions

HEALTH AND SAFETY MANAGERS

RYSE is committed to ensuring the health and safety of its employees. In pursuit of that, RYSE will abide by all provincially outlined legislation for the province of British Columbia as established by the *Workers Compensation Act* and WorkSafeBC. Further, RYSE recognizes that as an employer, it has the greatest level of responsibility to ensure health and safety on its premises.

Health and Safety Managers

The health and safety representative has the following duties and powers:

- Identify unhealthy or unsafe situations in the workplace and advise on solutions
- Deal with health and safety complaints from workers promptly
- Obtain feedback from workers and the employer about the work environment and its hazards
- Make safety improvement recommendations to the workers and the employer
- Advise the employer about programs and policies they require and monitor the effectiveness of these programs; and on workplace changes required for machinery/equipment and work processes that affect the health or safety of workers
- Make sure accident investigations are carried out according to procedure
- Participate in inspections, investigations and inquiries, including employer incident investigations and work refusals
- Complete regular safety inspections of the workplace as required

Meetings

Meetings of the Health and Safety Managers will occur each month. RYSE will provide time away from regular job duties to all Health and Safety Managers to attend and prepare for meetings, without any loss of pay. Members will take minutes at the meetings which track issues and discussions. Reports from each meeting must be provided to the employer. RYSE will keep copies of these reports easily accessible for at least two years so they can be made available to employees and WorkSafeBC if necessary.

Inspections

RYSE will uphold its duty to complete regular workplace inspections of all workspaces at intervals that will prevent the development of unsafe working conditions. It will further ensure the participation of the health and safety managers in these workplace inspections.

Health and Safety Recommendations

The health and safety Managers are responsible for providing recommendations regarding health and safety at RYSE. Informal recommendations that can be actioned by the employer can be documented in the meeting minutes. Formal written recommendations by the managers must be sent to the employer by email and will be responded to within 21 days.

Evaluation of the Health and Safety Managers

A written evaluation of the Health and Safety Managers must be conducted once per year to determine the effectiveness of the position. A tool for the completion of this evaluation can be found on WorkSafeBC's website.

RIGHT TO REFUSE UNSAFE WORK

RYSE understands all workers have a right to a safe and healthy working environment. The purpose of this policy is to outline:

- The right to refuse work under the *Occupational Health and Safety Regulation (OHSR)*
- Who has the right to refuse?
- The procedure that must be followed in the event of a work refusal

SCOPE

This policy applies to all workers at RYSE.

In British Columbia, all workers have the right to refuse unsafe work except for workers such as: police officers, firefighters, workers in correctional institutions, most types of health care workers and supporting worker classifications.

DEFINITIONS

“Discriminatory action: according to Section 150 of the Workers Compensation Act is:

- any act or omission by an employer or union that adversely affects a worker with respect to any term or condition of employment, or of membership in a union;
- suspension, lay-off or dismissal;
- demotion or loss of opportunity for promotion;
- transfer of duties, change of location of workplace, reduction in wages or change in working hours;
- coercion or intimidation;
- imposition of any discipline, reprimand, or other penalty; and
- the discontinuation or elimination of the job of the worker.”

The following definitions have been taken directly from WorkSafe BC:

“Undue hazard”: A “hazard” is identified in Part 1 of the Regulation as “a thing or condition that may expose a person to a risk of injury or occupational disease.” Further, “undue” is defined by the Oxford dictionary as “unwarranted, inappropriate, excessive or disproportionate.” Therefore, a thing or condition that may expose a worker to an excessive or unwarranted risk of injury or occupational disease represents an undue hazard for the purposes of section 3.12 of the Regulation.

“Reasonable cause to believe”: The use of the term “reasonable” in “reasonable cause to believe” means that the worker must assess the situation as a reasonable person, taking into account relevant and available information and exercising good faith judgment with respect to the hazard with due regard to the worker's training and experience.

POLICY

RYSE respects the legal right of employees to refuse work they have reasonable cause to believe is unsafe and will take the appropriate actions set out by the *Occupational Health and Safety Act (OH&SA)*, *Occupational Health and Safety Regulation (OHSR)*, or WorkSafeBC. This includes if the worker believes they themselves are in danger, another person may be at risk, or if they feel endangered by the risk of workplace violence.

The OH&SA specifically sets out certain conditions in which a worker may refuse work. They are when a worker has reason to believe that:

- Any machine, equipment, or tool that the worker is using or is told to use is likely to endanger themselves or another worker;
- The physical condition of the workplace or workstation is likely to endanger themselves;
- Workplace violence is likely to endanger themselves; or if
- Any machine, equipment, or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger themselves or another worker.

When an employee exercises their right to refuse unsafe work, the work refusal process set out by the *Occupational Health and Safety Regulation (OHSR)* must be followed explicitly. To initiate the work refusal, a worker must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.

There will be no negative consequence or discriminatory action for employees who exercise their right to refuse in good faith and who adhere to the processes set out by law and in this policy. This includes negative action towards the worker's benefits, including sick leave.

Disciplinary action may be taken if it can be shown that a worker maliciously refused work, meaning they did not believe the work was unsafe.

WORK REFUSAL PROCESS

Under the law, the following procedure as outlined by WorkSafeBC and the Government of British Columbia must be followed in the event of a work refusal.

Step 1: Report the circumstances

- A worker who feels unsafe must report the circumstances of the unsafe condition to his or her supervisor or employer. This must be done immediately.

Step 2: Investigation

- The supervisor must then immediately investigate the situation.
 - If it is agreed the work is unsafe, the supervisor must take steps to fix the issue

- If the supervisor does not agree the work is unsafe, they must report this to the worker who refused the work

Step 3: Further Investigation

- If the worker still feels the work is unsafe, they may continue to refuse the unsafe work. The supervisor must then investigate with the worker using the following guidelines:
 - Investigation at this step must be done with a *worker* member of the Joint Occupational Health and Safety Committee (JOHSC), or an employee selected by the employee
 - The worker may be given a temporary assignment to alternate work, without loss in pay, until the matter is resolved. The worker is required to accept the reassignment of work until it is safe to return to their regular duties
 - The supervisor must inform the worker about the investigation results

Step 4: Notify WorkSafeBC

If the issue is not resolved after investigation with the committee member and the worker continues to believe that the work is unsafe, both the worker and the supervisor must notify WorkSafeBC immediately so they can send a WorkSafeBC Prevention Officer to investigate.

- The WorkSafeBC officer may issue an inspection report or an order if they find that an undue hazard does exist, or they will advise the parties that no undue hazard is present, and the employee can safely perform the work.
- Where the Officer believes a hazard is present, they will issue a “stop work” order

Where a WorkSafeBC has investigated the circumstances and determined no undue hazard exists, the worker must return to work as they are no longer protected by the provisions of the OHSR. If the worker continues to refuse after this point, disciplinary action may be required at RYSE’s discretion.

TOBACCO AND VAPOUR FREE WORKPLACE

Extensive health research has shown that smoking or inhaling second-hand smoke has an adverse effect on health and wellness. RYSE is committed to upholding the law and promoting a safe and healthy workplace for all employees and visitors and will control exposure to these hazardous products by creating a tobacco and vapour free environment.

DEFINITIONS

The following definitions have been taken from the Government of British Columbia and the *Tobacco and Vapour Products Control Act*.

“Fully or substantially enclosed” means a structure that has a roof or other type of covering, and more than 50% of the “nominal wall space” prevents the air from flowing easily through it.

“Electronic cigarettes” mean a product or device, whether it resembles a cigarette, containing an electronic or battery-powered heating element capable of vaporizing an e-substance for inhalation or release into the air.

"Vapour product" means the following: an e-cigarette; an e-substance; a cartridge for or a component of an e-cigarette.

POLICY

RYSE is a tobacco and vapour free environment.

No smoking or vaping is permitted within any workplace by employees, contractors, or visitors at any time, or in the six metre buffer zones around doors, open windows, and air intakes to these locations.

Smoking or vaping are also prohibited in any other fully or substantially enclosed workplace such as hotel rooms or vehicles being used for company business, even if an employee is the sole occupant. There is no obligation of the company to provide smoking breaks outside of designated break times.

This policy is intended for the workplace only. While RYSE supports employees in living a healthy lifestyle, it will not penalize employees for smoking or vaping in their personal life.

Non-Compliance

Employees who do not comply with the guidelines of the [Tobacco and Vapour Products Control Act](#) and [Regulation](#), as set out in this policy, will be subject to disciplinary action, including possible suspension or even termination of employment.

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)

RYSE is committed to protecting the health and safety of its employees and will take all measures needed to safeguard its workers from the hazardous products that are found in the workplace. RYSE will uphold its duties and responsibilities under WHMIS 2015 to correctly identify and label hazardous products and educate and train its employees.

DEFINITIONS

The following definitions were taken from the Canadian Centre for Occupational Health and Safety.

“Globally Harmonized System of Classification and Labelling of Chemicals (GHS)” – an international system that defines and classifies the hazards of chemical products and communicates health and safety information on labels and SDSs in a standardized way.

“Hazardous product” – a product, mixture, material, or substance that meets the criteria to be classified in one or more of the hazard classes of the HPR.

“Safety Data Sheet (SDS)” – a document that contains specified, required information about a hazardous product, including information related to the hazards associated with any use, handling, or storage of the hazardous product in a workplace.

“WHMIS” – WHMIS stands for Workplace Hazardous Materials Information System. WHMIS is Canada’s national hazard communication system for hazardous products in the workplace. It applies to suppliers, importers, and distributors of hazardous products that are sold in or imported into Canada and intended for use, handling, or storage in Canadian workplaces, as well as to the employers and workers who use those products.

POLICY

RYSE recognizes the importance that identifying hazardous products in the workplace can have on keeping employees safe. As such, RYSE will implement WHMIS regulations as outlined by WorkSafeBC and the *Hazardous Product Act* and associated regulations.

RYSE will comply with the requirements of WHMIS 2015, the most up-to-date version of WHMIS in Canada, which has been updated to integrate the world-wide labelling standards of the GHS.

Employer Responsibilities

RYSE recognizes it has certain responsibilities under WHMIS 2015 and will comply with its duties by:

- Providing education and training to all employees who may come into contact with a hazardous product about: WHMIS legislation, how to read labels and safety data sheets, and how different types of hazardous products could affect them negatively.
- Making sure the containers of hazardous products found in the workplace are correctly identified and labeled, using the latest standards.
- Ensuring up-to-date Safety Data Sheets (SDSs) are available for workers to find and read.

Further, RYSE will ensure:

- It is aware of the hazardous products in the workplace, how they are used and where they are located or stored.
- Keep accurate records about the hazardous products located in the workplace.
- Develop procedures for:
 - the safe use, handling, storage, and disposal of hazardous products,
 - how to protect workers (such as utilize personal protect equipment or create specific safety plans where necessary), and
 - what to do in an emergency.

Employee Responsibilities

Employees of RYSE also have responsibilities under WHMIS 2015. Specifically, employees must:

- Complete WHMIS training and education if assigned by the employer,
- Follow the instructions and safe work procedures as outlined to protect self and others,
- Be familiar with the hazardous products they may come into contact with,

- Only use products that have a label *and* that they have received training on,
- Understand SDS information and know where SDS sheets are located,
- Ask for help if needed and report any concerns to the appropriate member of staff immediately.

WORKPLACE PREVENTION OF HARASSMENT AND BULLYING

RYSE believes all employees have a right to work in an environment that respects the dignity, worth and basic human rights of every individual. We are committed to ensuring a workplace free of harassment and bullying. In pursuit of this, RYSE will not tolerate any harassment or bullying within the workplace.

RYSE is further committed to investigating any complaints regarding workplace harassment and bullying, using the method of corrective action, up to and including the point of termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, RYSE will immediately contact the police.

DEFINITIONS

According to the *Occupational Health & Safety Regulation* and *Workplace Insurance Act*:

"Harassment" means "any conduct, comment, display, action, or gesture that a) adversely affects a worker's psychological or physical well-being, or b) the actor knew or reasonably ought to have known would cause a worker to be humiliated or intimidated; harassment includes the act of intentionally causing harm through verbal harassment, intimidation or other more subtle methods of coercion, such as manipulation, including ignoring and isolating a person. For great certainty, harassment may occur in the absence of any intent to harm, humiliate, intimidate or otherwise harass a worker."

"Sexual harassment" means "unwelcome conduct of a sexual nature that detrimentally affects the work environment or leads to adverse job-related consequences for the vRYSEims of the harassment" (The Supreme Court of Canada).

POLICY

RYSE will take all reasonable steps to eliminate bullying and harassment in the workplace, according to the *Workers Compensation Act*, to ensure the health and safety of every employee. Bullying and harassing behaviours include but are not limited to "verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours" (WorkSafeBC).

RYSE encourages any of its employees who witness or who are victim to harassment or bullying to bring forward the information as soon as possible so that an investigation may immediately commence.

In pursuit of a harassment-free environment, RYSE is committed to fully preventing and/or addressing any instances of harassment, including sexual harassment, by:

- Providing education and training in order to ensure that all employees understand their rights and responsibilities regarding harassment;
- Ensuring that supervisors understand how to respond to incidents of harassment, including how to collect information, how to act, how to deal with confidentiality, how to document, and how to keep records;
- Reviewing their Anti-Harassment program with the Joint Occupational Health and Safety Committee (JOHSC)
- Providing a procedure for complaints (outlined below) that is fair, timely, and effective; and
- Promoting appropriate standards of conduct.

This policy also prohibits any person at RYSE who is in a position to be able to grant or deny a benefit to another employee from sexually soliciting or making advances on that person. This could include co-worker to co-worker, or supervisors and managers to employees. Further, any reprisals for the rejection of these advances are not permitted.

RYSE will also not permit the creation of a poisoned work environment, as created by comments or any forms of conduct that are known to be unwelcome. RYSE will investigate all complaints to prevent this poisoned environment.

In addition, any employees who experience harassment while in the course of work for RYSE have the right to file a complaint without any fear of reprisal. RYSE will ensure that an investigation is conducted into any incidents or complaints of workplace harassment, as appropriate.

Employee and Supervisor Responsibilities

All RYSE employees have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees have the responsibility of fully cooperating in any investigations into complaints of harassment.

All RYSE supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

COMPLAINT PROCEDURE

At RYSE, complaints regarding harassment, bullying, or discrimination may be brought forward to:

- Human Resources, or Services Managers if one of them is not available.
- An alternate report may be made to the CEO if either of the above are the alleged harasser(s).
- Immediately upon receipt of a complaint, an investigation will be started, and additional information and context will be sought. The investigation may include:
 - A review of the details of the incident;
 - Separate interview(s) with the parties involved and any witnesses;

- o Examination of any relevant documents, emails, notes, photographs, or video;
- o A decision about whether the complaint constitutes workplace harassment; and
- o The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings.
- RYSE will take appropriate measures to ensure that employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. RYSE will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.
- RYSE will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure, if necessary. The disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law;
- The employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of RYSE), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

WORKPLACE VIOLENCE POLICY AND PROGRAM

This policy and program are intended to:

- Ensure that RYSE maintains a work environment that is free from workplace violence.
- Establish measures and procedures to control the risk of workplace violence.
- Communicate the procedure for summoning immediate assistance in the event of an incident of workplace violence or where an incident is imminent.
- Outline the responsibilities of all workplace parties.

DEFINITIONS

“Incidents of Violence” as defined by British Columbia’s *Occupational Health and Safety Regulation*, means:

- “attempted or actual exercise of physical force by a person, other than a worker, so as to cause injury to a worker and includes any threatening statement or behaviour which causes a worker to reasonably believe he or she is at risk of injury.”

POLICY

RYSE is committed to providing a healthy, safe, and supportive work environment for all employees that is free from workplace violence and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, vendor, or visitor.

In pursuit of this commitment, RYSE will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith, in a fair, consistent, and timely manner. We will fulfil our obligations under the *Occupational Health and Safety Regulation* and the *Workers Compensation Act*.

RESPONSIBILITIES

Employer Responsibilities

- Assess the risk of workplace violence through risk assessments
- Implement and instruct workers and supervisor about procedures, response plans and other controls to eliminate the identified risks or, when not possible, reduce them
- Develop and implement a workplace violence prevention program, that is developed in cooperation with the Health and Safety Committee
- Inform workers who may be exposed to the risk of violence of the nature and extent of the risk and how to prevent incidents of violence
- Have a process to report, investigate and act on allegations of violence in the workplace
- Complete proper follow up to any incident by reviewing actions taken in response to the incident and evaluating their effectiveness

Manager/Supervisor Responsibilities

- Ensure they offer an open door for communication, to receive, discuss and move forward on allegations
- Ensure the immediate safety, if applicable, of any employee coming forward with a serious and immediate concern
- Advise any injured workers to see a physician for treatment or referral after a traumatic incident
- Be aware of the law and the policy including understanding what constitutes workplace violence and the procedures that are in place to deal with said allegation
- Bring forward any allegations of violence to the employer and/or the Human Resource Department immediately
- Conduct or cooperate in the facilitation of an investigation where required
- Ensure their actions adhere to the terms laid out in this policy

All members of management who are aware, or who ought reasonably to be aware that incidents of workplace violence are occurring or are thought to be occurring are obligated to take appropriate action to stop the offending behaviours and actions, even in the absence of a formal complaint.

Employee Responsibilities

All employees have a responsibility to ensure the working environment is free from violence by:

- Fostering an environment based on mutual respect and dignity. Treating one another as they would want to be treated.
- Openly supporting and adhering to this organization's anti-violence policy and refraining from any form of violence.
- Advising any member of management or Human Resources of an incident of violence or any other incident of retaliation against any person for invoking this policy;
- Cooperating in an investigation and handling of any complaints of discrimination, harassment, and violence.

The Joint Occupational Health and Safety Committee

- Review Workplace Violence Hazard Assessment results and provide recommendations to management on reducing or eliminating risks of violence.
- Review all reports forwarded to the Committee regarding workplace violence and other incident reports as appropriate pertaining to workplace violence that result in personal injury or the threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy, result in substantial blood loss, fracture of a leg or arm, etc.) sustained because of workplace violence.

Respond to employee concerns related to workplace violence, communicating those concerns and recommending solutions to management.

WORKPLACE ANTI-VIOLENCE PROGRAM

Reporting Incidents of Workplace Violence

- If you are directly affected by, or witness to an act of violence or a threat of violence in the workplace, it is imperative that the incident be reported immediately. Reports are to be made to your direct supervisor, their designate, or other relevant party.
- For the health and safety of everyone, employees are encouraged to request an informal meeting with their supervisor/manager or their designate to discuss issues concerning or related to workplace violence.
- Employees should also notify their supervisor/manager or their designate if any restraining order affecting them is in effect or if they are aware of a non-work-related situation that could result in violence in the workplace including concerns regarding the potential for domestic violence to occur in the workplace.

If you are subject to workplace violence, you also have the option to pursue recourse through the Provincial Police or the Federal Criminal Code.

Summoning Immediate Assistance

- If you require immediate assistance following an act of violence, are being threatened, or consider yourself to be in imminent danger, contact the police/emergency services immediately by dialing “911” and follow department/facility emergency response procedures (where relevant).
- If you are unable to phone 911 right away, you should:
 - Yell for help.
 - If in a vehicle, honk the horn repeatedly, turn on hazard lights and lock all vehicle doors.
 - If possible, use the vehicle’s emergency alarm.
 - Immediately move to a safe location.
 - Contact a manager/supervisor.

Right to Refuse Unsafe Work Due to Workplace Violence

If you believe that you are being endangered by workplace violence, you have the right to refuse to perform the work you deem to be unsafe. If you are refusing to work because of workplace violence, you must immediately report the refusal to your supervisor/manager or their designate.

Once reported, an investigation into the refusal will commence. During the investigation, you must remain at work and remain available to the investigator(s) for the purpose of the investigation.

Reports of Violent Incidents Workplace Expectations

The Organization Shall:

- Promptly investigate all reported acts and incidents of violence.
- Consult with other parties (i.e., legal counsel, Health and Safety Consultants, Health and Safety Representatives, Employee Assistance Providers, Human Rights, and local Police Services) as deemed necessary to address, resolve and mitigate incidents.
- Take all reasonable measures to identify and eliminate risks and root causes resulting from the incident.
- Comply with the violent incident reporting obligations of the *Workers Compensation Act* and the *Occupational Health and Safety Regulation*

Incident Investigation Reports

RYSE will document and securely retain records of all complaints or incidents of violence according to the *Workers Compensation Act*. Information to be included will be:

- The complaint or details about the incident;
- Completed violent incident report forms;
- Records of the investigation including notes;
- Witness statements, if taken;
- The investigation report, if any;
- Results of the investigation that were provided to the Complaint and Respondent; and
- Any corrective action taken to address the complaint or incident of workplace harassment.

History of Violent Behaviour

Under the Occupational Health and Safety Regulation, the organization may be required to inform workers of the potential for violence from persons who have a history of violent behaviour and whom workers are likely to encounter in the course of their work.

Pursuant to this obligation, if the organization is of the view that there is a risk of workplace violence such that an employee is likely to be exposed to physical injury, information that is deemed reasonably necessary to protect employees from physical injury, including personal information and any known triggers of the individual's potentially violent behaviours will be communicated.

When disclosing personal information, the organization will limit as much as possible the amount of personal information provided and will not release any medical information that is deemed protected.

Furthermore, the organization will not disclose any information to individuals who are unlikely to encounter the person with a history of violence or to those who are not at risk of physical injury from that person.

Violence Risk Assessment

RYSE will conduct regular risk assessments of the work environment to identify the types and probability of risks of injury due to violent actions.

When conducting the risk assessment RYSE will take into consideration specific areas that may contribute to the risk of violence including:

- Working in a community-based setting
- Interaction with the public and/or working with unstable or possibly volatile clients.
- The exchange of money
- Working alone or in small numbers
- Working at night
- Working in a high crime area

As part of its assessment the organization will help make the results available to all workers and the Joint Occupational Health and Safety Committee (JOHSC).

Prohibition Against Retaliation/Reprisal

RYSE prohibits any form of retaliation against an employee for filing a genuine complaint under this policy or for participating in the investigation process.

Specifically, no employee shall be demoted, dismissed, disciplined, or denied a promotion, advancement, or other opportunity because they have lodged a complaint in good faith or have participated in an investigation.

Disciplinary Action

Any employee who is found to have breached this policy by engaging in violence or a form of reprisal; who breaches confidentiality expectations; fails to cooperate with an investigation; makes a complaint in bad faith or supplies falsified information will be subject to appropriate disciplinary action.

Disciplinary action may range from training, counselling, written warning, suspension, work transfer and termination of employment, depending on individual circumstances. Additionally, the organization may pursue criminal charges where warranted.

Confidentiality

RYSE will ensure that information and documents regarding a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

All parties involved in a workplace violence complaint, including Complainants, Respondents, witnesses, management, and support persons are expected to treat the matter and any information they become aware of as confidential. No party shall discuss the matter or associated details with other employees or witnesses. An employee may face disciplinary action if it is determined that they have failed to adhere to these confidentiality expectations.

All investigation notes and full reports will be retained in a separate file and are not to be saved in employee personnel files. Investigation outcome letters and disciplinary action will be saved in applicable employee files only when the complaint has been verified and is found to be in breach of this policy.

Key Common Law/Company Specific Policies

ABSENTEEISM AND ATTENDANCE

RYSE is committed to ensuring that all its employees are appropriately compensated for their hours of work. This Attendance and Absenteeism policy outlines our expectations for employees with regards to their time and attendance.

POLICY

RYSE employees have the responsibility of attending work at their scheduled time or providing as much notice as possible in the event they are unable to arrive for the start of their shift.

We expect that employees contact their manager directly with as much notice as possible and before the start of their scheduled shift if they are not able to work or will be late to work. It is not appropriate for a third party to communicate this information in the place of the employee. It is also not appropriate for an employee to call and leave a message with another employee.

If employees need to leave their shift early, they must provide as much notice as possible to their supervisor.

Emergency Absences

Absences for emergency situations (e.g., serious illness or accident), will be excused and understood. In the event an absence from work is required for a length of time greater than two weeks, short-term disability leave may be considered.

Prolonged Absences

If an employee requires an absence for a prolonged period of time, RYSE may request additional information from an employee's medical provider regarding the projected length of their absence. RYSE will not request confidential medical information, including any diagnosis, etc., from the medical provider.

Three Consecutive Absences

Any case where an employee misses at least three consecutive shifts without providing notice to their supervisor is considered job abandonment and the employee's relationship with RYSE will be severed. If an employee can provide adequate reasoning behind their absence, their employment may be continued at the organization's discretion.

Absenteeism

Absenteeism refers to a deliberate pattern of absences or late-arrivals that need to be corrected in order to ensure that RYSE is able to adequately staff its premises and achieve its organizational goals. Employee absences without reasonable cause affect the company's ability to achieve those goals. Repeated absences or tardiness considered as absenteeism refer to absences or tardiness because of:

- Sleeping in late
- Having personal social plans when scheduled for work
- Leaving early every Friday without reasonable cause
- Arriving late every Monday morning without reasonable cause
- Failing to catch a regularly scheduled method of public transportation such as a bus
- Extending a weekend without approval (e.g., not attending work on a Monday or a Friday for unjustified reasons)

This is not a comprehensive list. Employees are expected to attend work unless an emergency arises or they are ill and cannot present themselves.

Disciplinary Steps

In the case of an excessive number of absences, late shift arrivals, shifts left early, or if a pattern of absenteeism presents itself, RYSE will first meet with the employee to determine whether there is a workable solution to the attendance exceptions. Employees have a responsibility to do their part to work towards a solution and abide by the terms of the attendance agreement. If the attendance exceptions continue without reasonable cause and/or notice, RYSE will institute the corrective action process following these three steps:

1. Verbal warning
2. Written warning(s)
3. Termination of the employment relationship

Each of these steps will be documented and copies will be provided to the employee to read and understand during the disciplinary meeting. For further guidelines on the corrective action process, RYSE will refer to the Corrective Action Policy.

CODE OF CONDUCT

RYSE believes in honesty, integrity and respect and requires all employees working on behalf of the organization to uphold these values. The purpose of this policy is to outline the organization's expectations when it comes to the behaviour and conduct of its employees.

POLICY

RYSE is committed to doing business in a respectful and ethical manner. Employees of RYSE are expected to behave in a professional and courteous manner toward the organization, fellow employees, our clients, and the public at all times.

This means employees will adhere to the following guidelines for working with integrity:

- Report for work on time and put their best effort forward each day
- Assist clients and fellow colleagues to the best of their ability
- Take responsibility for their choices and actions
- Treat others with dignity and respect
- Represent the organization and its clients or affiliates in a positive manner
- Keep confidential information private
- Use company resources and property as intended
- Ask for clarification and guidance when unsure about an action or decision

RYSE will not tolerate:

- Discrimination, harassment, bullying or violence of any kind
- Illegal or criminal behaviour including but not limited to stealing, damaging property, or possessing illegal substances or items
- Any type of lewd behaviour or unethical conduct
- Showing up for work under the influence of any substance that impairs judgement or hinders safety, whether that substance is legal or not
- Insubordination
- Competing with the organization or using company information or intellectual property for personal gain
- Intentionally behaving in any untrustworthy manner such as misrepresenting the company or its products, services, or prices to clients or to the public whether in person or via social media channels

RYSE will provide education and training to ensure employees understand their obligations and responsibilities when it comes to respectful behaviour.

Employees who do not comply with the expectations set out in this code of conduct will be dealt with through corrective action, that may include termination of employment.

CORRECTIVE ACTION

RYSE is committed to maintaining a work environment and atmosphere where all employees are afforded the opportunity to learn, grow, and thrive. The Corrective Action Policy outlines the framework for addressing inappropriate behaviours within the workplace and ensuring a fair and consistent approach is in place to address situations quickly.

DEFINITIONS

“Corrective Action” is the process for dealing with job-related behavior and/or conduct that does not meet expected and communicated performance standards.

POLICY

This policy outlines a fair and consistent approach to discipline within the workplace in the event RYSE sees conflicting behaviours in the desired workplace atmosphere. RYSE is committed to addressing these situations promptly and appropriately following these guidelines. The policy applies to all employees of RYSE and employees will be made aware of this Policy at the time of hire.

Corrective Action Principals

RYSE will apply corrective action to address employees’ performance and/or workplace issues. Corrective action uses increasingly serious measures to correct performance, conduct, and/or unacceptable workplace behaviours.

Corrective action may be warranted in the following instances such as, but not limited to:

Performance issues:

- Workplace misconduct
- Breach of workplace policies or procedures
- Off duty conduct that has detrimental impact on the workplace

Through corrective action, RYSE will:

- Communicate the workplace expectations for performance and/or conduct
- Provide appropriate support to rectify the issues or concerns
- Provide the employee the opportunity to improve their conduct or performance issues

Management, depending on the situation, will determine the most appropriate form of disciplinary action when evaluating the performance or misconduct. Serious offences may result in immediate suspension or dismissal without progressing through the verbal or written warnings.

RYSE reserves the right to move to any level of discipline as seen fit by management based on the severity of the offence.

Corrective Action Levels and Procedures

1. Verbal Warning – Where warranted, an employee will be issued a verbal warning regarding a behavior and/or action that contradicts desired workplace conduct and/or performance. When a verbal warning is issued, management will provide the employee with an explanation of the inappropriate conduct or performance issue, why the verbal warning was issued, and what the expectations are of the employee moving forward. Management will document the conversation that has taken place and add the documentation to the employee’s file.
2. Written Warning – Where warranted, an employee will be giving a written warning regarding undesirable workplace behaviour. This warning could be about performance that was previously discussed in a verbal warning that has not been rectified, or a behavior or action

that was considerably severe in nature and requires more than a verbal warning. The employee will be provided with a letter that outlines the situation being discussed, what the concerns are, and what is expected of the employee within a specific timeframe for rectification. The employee and manager will both signoff on the document and one copy will be provided to the employee and a second copy will be placed in the employee file.

3. 2nd Written Warning – If the employee does not rectify their behaviour after a written warning has been issued, Management may provide a subsequent written warning (example: second written warning, final written warning), or move to a higher stage of corrective action as outlined below.
4. Termination – An employee will be provided with written documentation regarding their termination outlining why the termination is being completed, any actions or disciplinary measures previously taken to rectify the situation that was not met and the justification for the for-cause termination as outlined in the Termination Policy. In severe instances, management may choose to move directly to the termination of employment when warranted.

Responsibilities

Employees

Employees must:

- Ensure they understand and fulfill work expectations
- Ask management for help in the event they do not understand what is expected of their performance in the workplace
- Consistently act in a respectful manner towards colleagues, superiors, and clients
- Adhere to RYSE's policies and procedures
- Follow all health and safety measures put in place within the workplace

Managers

Managers must:

- Ensure employees are aware of all workplace expectations for conduct and performance
- Manage employees effectively, providing ongoing and constructive feedback on work performance and workplace conduct
- Ensure employees are aware of and consistently enforce workplace policies and procedures
- Follow and enforce the Corrective Action Policy with respect to employee performance and workplace concerns
- Maintain appropriate documentation for disciplinary actions

Appeals

Where an employee feels they have been unfairly disciplined under the corrective action framework, they may appeal the decision within 30 days of the disciplinary meeting. Employees must provide solid evidence of the unfair disciplinary measures enacted or provide proof that the concern being disciplined for did not occur as described. Management will review all appeals within a timely manner

and provide the employee with a written response to the appeal, including the outcome of the appeal.

Employee Files

All written documentation in relation to corrective action will be maintained within the employee files. Disciplinary documentation will remain active within an employee file for 18 months from the date the document was signed or as otherwise specified in writing.

DRUGS AND ALCOHOL

RYSE recognizes impairment as a serious health and safety issue in the workplace as it can reduce the abilities and judgement of employees. We also recognize that substance abuse and dependency are medical issues that certain employees may struggle with. RYSE is therefore committed to:

1. Creating a safe and healthy workplace by prohibiting the unsafe use of drugs and alcohol in the workplace; and
2. Providing support to any employees with dependency issues.

DEFINITIONS

“Fit for Duty”: BC Public Health defines this as “a physical, mental and emotional state which enables employees to perform their job tasks competently and continuously in a manner which does not compromise the integrity of the BC Public Service or create a safety hazard to themselves or others” (Source: Government of BC).

Medical Marijuana: Cannabis that is used for a medical purpose.

Substance Abuse: The *BC Human Rights Code* prohibits discrimination against people who have or are perceived to have an addiction to drugs or alcohol [including cannabis] based on the ground of disability.

POLICY

To protect our organization, employees, clients, and the public at large, RYSE prohibits the use of any substances that lead to impairment such as drugs or alcohol, whether legal or illegal, while in the workplace or representing RYSE, unless they have been authorized in writing for use by management for medical reasons or in special circumstances such as a company event.

Employees may not be impaired while working, whether on-site, off-site or while working from home. Employees who are unfit to report to work for any reason should notify their supervisor using their regular process. Safety is our number one priority at RYSE.

Employees who fail to comply with this policy may face disciplinary action, including termination, or the involvement of the authorities, where necessary.

Safety Concerns with Machinery or Equipment

Driving or operating machinery, including work vehicles, while under the influence is strictly prohibited.

Should an employee who operates machinery or equipment, including company vehicles, report to work and inform their supervisor/manager of their current state of impairment, their supervisor or manager is required to take immediate action, which may include sending the employee home in a taxicab or other commercial vehicle, and pursuing disciplinary action at a later date when the employee is no longer impaired.

Solicitation or Possession of Illegal Substances

Solicitation, or possession of illegal substances within the workplace is strictly prohibited at all times. There are no exceptions to this rule.

Work Events

Certain work situations (work parties, events, etc.) may allow for consumption of legal substances. These exceptions to company policy will be communicated by management and employees will be expected to use appropriate judgement and reasonable consumption levels while in these situations.

Duty to Accommodate

RYSE is committed to providing disability-related accommodation up to the point of undue hardship to employees who come forward with an addiction issue, or to employees who require cannabis for a medical purpose related to a disability under the *BC Human Rights Code*.

Employees with substance abuse or dependency concerns are encouraged to share these challenges with their manager/supervisor or HR team member so proper and appropriate accommodations can be organized. They may do so without fear of negative consequences. All employee medical information will be treated as confidential.

Medical Use of Cannabis

In accordance with smoking and human rights laws:

- Employees may not smoke or vape cannabis for a medical purpose related to a disability in places where laws or rules prohibit smoking or vaping cannabis and tobacco for public health reasons.
- Where there is medical need to smoke or vape cannabis, RYSE will allow an employee who smokes cannabis for a medical purpose to smoke outside in places where smoking is permitted by law.

Employee Responsibilities

- Following the procedures outlined in this policy
- Informing their supervisor/manager in the event that they are under medical care and require the use of a prescription drug which may impair their abilities

- Employees are not to share their diagnosis or prognosis with the supervisor/manager; the information regarding their medication is precautionary only
- Employees must also inform their supervisor/manager in the event that they arrive at work impaired
- If an employee should observe the suspected impairment of another employee, they have a responsibility for informing their supervisor/manager to ensure the health and safety of all others attending the workplace
- Using their judgement in the case of work events, either taking place off-site or at RYSE's premises

Supervisor/Manager Responsibilities

- Informing employees about and enforcing the company's drug and alcohol policy and what it means to be fit for work
- Ensuring employees under their direct supervision are fit for work
- Have timely conversations with employees if they show signs of impairment and/or substance use dependency
- Take action when an employee reports impairment or you observe signs of impairment
- Alerting the authorities should an employee attempt to drive while under the influence of a legal or illegal substance
- Providing job accommodation to employees who require it
- Providing clear instructions to employees for special events such as company parties to ensure employees clearly understand what they are and are not allowed to do

SOCIAL MEDIA

RYSE strives to maintain a positive image on our social media platforms. We are committed to preventing any harm to the organization, its employees, clients, or other involved parties that can arise if social media channels are misused, misrepresented, or abused in a way. The purpose of this policy is to outline the expectations we have of our employees when it comes to social media use that is associated with our organization.

DEFINITIONS

"Social media" means any online websites, communities or social networks that allow users to create and share content, opinions, interests, and other information such as Twitter, Facebook, LinkedIn.

POLICY

RYSE is very thoughtful about its branding. The organization and its employees must work together to ensure RYSE is represented in a positive manner on social media. As such only designated representatives are permitted to speak on behalf of RYSE on social media.

Employees who link themselves to RYSE on social media by commenting on or about or liking or sharing information regarding RYSE, must use professionalism and respect.

The following guidelines have been established to protect RYSE, and must be adhered to by employees:

- The use of personal social media on company time is not permitted, unless on approved breaks or as a function of the employee's job duties.
- RYSE has a zero-tolerance policy for any form of discriminatory comments based on gender identity, race, age, religion, ethnicity, sexual orientation, disability, or any other legally recognized protected status.
- RYSE has a zero-tolerance policy for online bullying or other threatening behaviour.
- Sensitive financial, operational, legal or client data or information is not permitted to be shared on social media.
- Employees must recognize that this policy applies to not only company directed social media actions but also personal use of social media in regard to anything that may harm or damage the organization.
- Employees are encouraged to associate themselves to the organization on social media but may not act as official representatives (or speak on its behalf) unless authorized by the organization or management.
- The company's social media may not be used to promote personal blogs, websites, or services as this is a conflict of interest and is not permitted.
- Use common sense when posting. Where there is doubt about the appropriateness of a post and how it may be viewed by others, do not post it until the content has been approved by your manager or supervisor.
- If something inappropriate/ not permitted does get posted by you or someone else, immediately delete the post, if possible, and consult your manager/supervisor immediately in case further action is required to mitigate the situation.

Non-Compliance

Failure to adhere to the guidelines set out in this policy may result in disciplinary action, including suspension or termination.

WORKING FROM HOME

Some employees of RYSE participate in remote work or working from home arrangements. The intention of this policy is to outline parameters of working at home to ensure safety and success for both the employee and the organization.

DEFINITIONS

“Remote work” means working from a home or from another location rather than being required to go to the physical workplace or the employer.

“Intellectual property” includes intangible creations of the human intellect such as copyrights, patents, trademarks, and trade secrets. For the purposes of this policy, it also refers to any content, project or idea created for the employer by an employee.

POLICY

RYSE understands the unique challenges and benefits faced by the organization and our employees when employees are teleworking/telecommuting. RYSE has safeguards in place to ensure the safety and well-being of our employees and the protection of company and client information.

Employees may only work from home with prior approval of their supervisor or manager.

Employer Responsibilities

- Provide relevant health and safety information and plans to ensure the employee’s safety while working from home including but not limited to ergonomic safety, fire safety, and working alone, and ensure employees are following these expectations
- Set clear expectations surrounding duties, expectations, and deadlines as well as the importance of taking scheduled breaks
- Provide the necessary information and equipment the employee requires to complete their duties and maintain client and company information safely and confidentiality

Employee Responsibilities

Employees are expected to:

- Be working during the times set out in their employment contract, taking breaks as outlined
- Maintain contact with the office and keep managers informed about the status of projects and any issues that arise
- Behave in a professional, respectful, and courteous manner at all times when representing the organization, whether by phone, email, or any other internet platform or communication channel
- Follow the health and safety guidelines provided from the employer for setting up a safe working environment at home including but not limited to office ergonomics, fire and electrical safety, and violence and harassment
- Immediately report any health and safety accident or incident to the employer, just as they would at the office so that it can be followed up on and investigated as required
- Ensure all computers, devices and operating systems are set up according to the specifications of RYSE
- Ensure all confidential or proprietary information is secured using appropriate online security features such as closed internet connections, firewalls or encryption, or in locked filing cabinets. Employees must report any security breaches to their supervisor immediately
- Ensure all physical property loaned by the company is maintained in good working order and notify management immediately in the event any equipment is broken, damaged, lost or stolen

All property of RYSE, including physical property and intellectual property, remains the property of the organization and must be returned to RYSE at the end of the working from home arrangement or the end of the employment relationship, whichever occurs first.

Any employee who fails to comply with the responsibilities outlined in this policy may have their teleworking privileges revoked, or be subject to disciplinary action, including termination of employment.